

## ABSTRACT

An image forming apparatus supervisory system includes a central supervisory apparatus that remotely supervises a plurality of image forming apparatuses installed in a plurality of user sites. A plurality of communications adapters are provided to connect to the central supervisory apparatus by a communication line. A plurality of interfaces are provided to connect each of the plurality of image forming apparatuses with each of the plurality of communications adapters. A firmware download device is provided in the central supervisory apparatus to remotely download prescribed updated firmware to an applicable one or more image forming apparatuses in accordance with updated hardware thereof. A hardware update device is provided to update the hardware.